

Services received at

- San Servolo Island
- Villa Widmann Rezzonico Foscari
- Torcello Museum

To improve the quality of the services it provides, *San Servolo srl* asks if you would dedicate a few minutes of your time to fill in the following questionnaire. All data you provide will be kept strictly confidential.

First and last name

Email

Date of visit

Reason for visit

Please rate the services on a scale of **1 to 5**, where 1 means "poor" and 5 means "excellent". There is a space next to the grid where you can add any comments, suggestions or proposals you have, particularly if you have given the service a low rating. Please cross out any services you did not use.

SERVIZI	RATING					COMMENT, SUGGESTION, PROPOSAL
Information/Communication clarity and promptness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Reception staff professionalism and helpfulness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Park tidiness and cleanliness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Bus/Waterbus connections service frequency, regularity and punctuality	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Signage appropriate and clear	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Internet connection signal quality	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Rooms and areas cleanliness, brightness and furnishings	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Bathrooms cleanliness and convenience	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

EVENTS	RATING					COMMENT, SUGGESTION, PROPOSAL
Temporary exhibition exhibition method and logistics	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Concert logistics and services	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Guided tour staff professionalism, clarity of description	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other event functionality and logistics	1	2	3	4	5	please specify which event
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

SAN SERVOLO CENTRO SOGGIORNO E STUDI	RATING					COMMENT, SUGGESTION, PROPOSAL
Room cleanliness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Courtesy line functionality and convenience	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Television tuning quality and viewable channels	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Heating adequacy and timetable	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Air conditioning adequacy and timetable	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Internet connection signal quality	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Breakfast food and drink quality and variety	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
staff professionalism and helpfulness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Coffee shop food and drink quality and variety	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
staff professionalism and helpfulness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Self-Service food and drink quality and variety	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
staff professionalism and helpfulness	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other services used on the island sports field, barbecue, etc.	1	2	3	4	5	please specify which services you used
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Overall assessment of the services used	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Would you come back?	yes		no			
	<input type="radio"/>				<input type="radio"/>	

Other/Suggestions

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data ____ / ____ / ____

signature _____

Notice concerning the processing of personal data pursuant to article 13 of Regulations 2016/679

San Servolo srl — whose contact data are: telephone 0412765001, fax 0412765402, email f.landillo@servizimetropolitani.ve.it — is the data controller of your personal data as provided to us on this form. The data will be exclusively processed for the purpose of improving our customer services. The lawfulness of the data processing is represented by the controller's legitimate interest in guaranteeing that its services are of a high level of quality (article 6, subsection 1, letter f). Your personal data will be retained for one year. Personal data can be processed by the GDPR representative, by persons appointed to process the information according to written specifications and instructions received from the data controller and by data processors who have a contractual obligation towards the data controller to observe all the obligations laid down under article 28 of the GDPR. The provision of personal data is optional. The data subject has the right to exercise the rights established under articles 15 and seq. of the GDPR. It may also submit claims for any personal data breaches to the National Supervisory Authority for Privacy by following the indications and procedures set out in the Supervisory Authority's site www.garanteprivacy.it, section *Modulistica (Forms)*.